

# Booking Study Rooms at Mountain View Public Library

## Frequently Asked Questions

### How do I book a group study room?

Go to <https://mountainview.gov/studyrooms> and follow the instructions to book study rooms.

### What do I need to book a study room?

A Mountain View Library Card in good standing, the PIN, and an email address are required to book a room.

### How far in advance can I book a group study room?

Rooms are available to be booked three days in advance.

### How many hours can I use a study room in a day?

Study rooms are available for two hours per day per group.

### I booked the room for 2 hours; can I come into the room at any time within my reserved time?

If you are not in your room within 15 minutes of the start time, your booking will be cancelled.

### I have a conference call; can I book a room for only one person?

Yes, rooms with a capacity of 2 are available for a single person on a conference call or other interactive telecommunications.

### I don't have a library card; can I still book a room?

Booking a study room requires a valid Mountain View Public Library card in good standing. If you do not have a card, [fill out the online application](#) and you can use the temporary card number and PIN to book a study room. You have 30 days to complete your registration and pick up your Library card at the Customer Services Desk on the 1<sup>st</sup> Floor of the Library. A valid photo ID with your current resident address is required to receive a card. If a Limited Card is issued, you will still be able to book a room.

### When I typed in my Library card number and PIN, the page displayed a message, Your Library Card Number and/or PIN is incorrect, or there is a problem with your account. Try again, or call (650) 903-6336. What do I do?

Please call (650) 903-6336 for assistance with account issues, or visit the Customer Services Desk on the first floor of the Library.



How many study rooms are available in the Library?

Mountain View Public Library has 10 study rooms located on the second floor of the Library with varying capacities. Rooms 221, 222, 223, 224 can accommodate 4-6 persons; rooms 225, 226, 227 can accommodate 2 persons; and rooms 228, 229, 230 can accommodate 2-4 persons. Room capacity limits will be enforced.

What equipment are available in the rooms?

All rooms have access to a whiteboard and free Wi-Fi (wireless Internet). The Wi-Fi is open and unsecured. To connect to the Wi-Fi, login to *cmvwifi* using your wireless device and accept the Terms of Service.

What if I am done using the room before my time is up?

Leave the door open and inform the staff at the 2<sup>nd</sup> Floor Information Desk that you are done so the room can be made available to other users. Informing the desk will also release you from liability if someone else uses the room and vandalizes it.

What if I need to take a break or leave the room temporarily?

If the room is left unattended **for more than 10 minutes**, your booking may be cancelled and unattended items will be brought to lost & found.

The room is vacant; can I just go in and use it?

To guarantee that you will be able to remain in the study room, it is necessary that you book the study room at <https://mountainview.gov/studyrooms>. Groups in study rooms that have not booked will be asked to leave if another group has booked the room.

Can I use the study rooms for commercial purposes?

No, the commercial use of the study room, including the sale or solicitation for any type of product or service, is prohibited under the [Group Study and Program Room Use Policy](#).

Can I use the Library's address to promote my event in a study room?

No, the Library's contact information cannot be used as an official address for any individual or organization using the group study rooms.

